



Deinstallation/Reinstallation (DeRe) Process Guide Overview

Thank you for connecting with Namaste Solar about our deinstallation/reinstallation (DeRe) services. This document will guide you through the process and help you to complete the necessary milestones.

There are 5 major milestones in the DeRe process. Please navigate to the subsections below to learn more about each step.

1. Contact homeowner's insurance and begin a hail claim (if applicable)
2. Select roofer and determine billable party
3. Receive, review, sign, and return DeRe service agreement
4. Deinstallation: coordinate scheduling and conduct deinstallation
5. Reinstallation: prepare for and conduct reinstallation

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No part may be disclosed to a third party without written consent of Namaste Solar.*

Step 1:**Contact your homeowner's insurance provider and begin a hail claim** *(if applicable)*

Solar panel insurance coverage is included in most homeowner's insurance policies, and thus, no additional solar panel insurance is required. To begin this process, contact your insurance provider and coordinate with a claims adjuster to establish the scope of the claim.

As part of this analysis you should establish (1) if the roof will be replaced, and (2) if there are broken modules. Please note, it is not imperative to have a quote for the solar PV deinstallation/reinstallation in your hands in order to file this claim with your insurance provider.

Step 2:**Select a roofer and determine the billable party**

For us to process your request, we need to determine who the billable party is. In other words, we need to determine who will be paying for the project and to whom we will send the invoice.

In most cases, the homeowner is the billable party and the invoice is sent directly to the homeowner's email. In some cases, however, the homeowner elects to have their general or roofing contractor be responsible for the hail claim and/or the billing. In these cases, we will need to acquire information about the general/roofing contractor in order to establish them as the billable party and hold them responsible for project payment.

Information required to define general/roofing contractor as billable party:

1. Company name
2. Company address
3. Invoice recipient's name, phone, and email (usually the accounts receivable department)

Step 3:**Service Agreement & Estimate**

Once we have acquired adequate details about you and your solar PV system, we will email a service agreement that includes the project cost (estimate) for you to review and sign. The estimate, which your insurance provider will also want a copy of, will contain information about the materials and labor required for your project. The service agreement will discuss the scope and parameters of the project.

It is important to remember that if your solar PV system was installed by Namaste Solar, the workmanship warranty associated with your solar installation will be void if your system is modified, altered, or otherwise affected by any unauthorized party. This includes roofing contractors as well as third party installers. Simply said, we can only guarantee quality workmanship if we do the work ourselves.

If you are leasing your system, then you will need to contact your lease provider to grant us permission to work on the system. As a qualified installer we are fully certified and capable of working on leased systems, we just need to verify this with your lease provider.

Over the years, solar PV has been installed using many varieties of racking and attachment systems. Some of these systems can be reinstalled, while others cannot. We will attempt to reuse all components if possible, but in scenarios where the equipment is damaged, deteriorated, or unable to be reinstalled, we will need to replace that equipment. Other equipment, such as new flashings, might also need to be added to update the system.

We include animal guard on all quotes we generate as an animal deterrent, regardless of whether the original system design included it. The cost of repairing damage is much higher than the additional cost of animal guard. You do have the option to opt out of receiving animal guard, but we recommend speaking with our team about this option as it will help to protect both the wiring and the roof surface.

Step 4:
Deinstall – Coordinate scheduling and conduct deinstallation

Once we receive the signed service agreement and estimate, we will give you a rough estimate on scheduling the deinstallation and reinstallation of your solar panels, so you can communicate that with your roofer. **We are unable to schedule any jobs for which we do not have signed service agreement/quote documents.** If you would like to get on our schedule quickly, please send us these documents as soon as you can. At this point, the sales department will transfer ownership of the project to our project management team who will handle the rest of the project.

If your home is going to receive a new roof, we recommend scheduling the reroofing appointment date for at least 3-5 days **after** the deinstallation. This allows for a buffer should any unexpected delays occur. If you require a longer interim period between your deinstallation and your reroof, that's okay. All roofing penetrations are injected with a tripolymer sealant and protected using tin roll-flashing. This method will seal the penetration as a temporary repair. While its best practice to reroof shortly after the deinstallation, it's not necessary.

As the array is deinstalled, the technicians will need to store the modules, rail, and hardware on site. Modules are stored safely on a wooden palette and require a flat, stable surface of approximately 4'x 6'. The rail can be anywhere from 4' to 40' in length (or more) depending on your array. For the long rails, the minimum length they can be reduced to is 17'. Rails are generally stored along a fence-line or adjacent to the home. The module and racking hardware are stored in a painter's bucket. All equipment is weather-rated and can be stored outside.

Step 5:
Reinstall: Prepare for and conduct reinstallation

There are 2 milestones that need to be met for the reinstallation to occur.

1. The deinstallation invoice needs to be paid by check, money order, or credit card. The billable party will receive an invoice for the deinstallation 5-10 days after the work has been completed with details on how to submit payment.
2. We need to receive a copy (or picture) of your passed, final roofing inspection. You will need to contact your local city jurisdiction to schedule this inspection. Once acquired, please email this passed, final roofing inspection to DeReRequest@namastesolar.com

Completion of these two milestones will trigger reinstallation scheduling. Depending on our backlog and the availability of resources, your reinstallation will likely occur approximately 4-8 weeks after your deinstallation.

As the day for your reinstallation approaches, please plan ahead and make sure that the technicians will have access to the materials stored in your garage or elsewhere on your property. If you are not going to be home and your equipment is stored inside, then you can provide us with a temporary garage code, hide-a-key, or other means for entry.

Once your installation is finished and the recommission process is complete, your solar PV array will be fully operational and back to producing clean solar energy!